SOLICITATION NUMBER:	72062022R10015
ISSUANCE DATE:	March 11, 2022
CLOSING DATE/TIME:	March 25, 2022

SUBJECT: Solicitation for a Cooperating Country National Personal Service Contractor (CCN PSC) USAID Computer Management Assistant.

Dear Prospective Offerors:

The United States Government, represented by the U.S. Agency for International Development (USAID), is seeking offers from qualified persons to provide personal services under contract as described in this solicitation.

Offers must be in accordance with **Attachment 1** of this solicitation. Incomplete or unsigned offers will not be considered. Offerors should retain copies of all offer materials for their records.

This solicitation in no way obligates USAID to award a PSC contract, nor does it commit USAID to pay any cost incurred in the preparation and submission of the offers.

Any questions must be directed in writing to the Point of Contact specified in the Attached 1.

Sincerely,

Marva Butler
Contracting Officer

I. GENERAL INFORMATION

1. **SOLICITATION NO.:** 72062022R10015

2. **ISSUANCE DATE:** March 11, 2022

3. **CLOSING DATE/TIME FOR RECEIPT OF OFFERS:** March 25, 2022/4.30pm Nigerian time.

4. **POINT OF CONTACT:** EXO/HR, e-mail at **abujahr@usaid.gov**

5. **POSITION TITLE:** USAID Computer Management Assistant

6. **MARKET VALUE: N10,908,677** to **N16,245,071** equivalent to **FSN-09; 40 Hours per week** in accordance with **AIDAR Appendix J** and the Local Compensation Plan of United States Mission, Nigeria (Effective August 30, 2020*). Final compensation will be negotiated within the listed market value.

7. **PERIOD OF PERFORMANCE:** Five (5) years renewable, estimated to start o/a June 2022.

8. **PLACE OF PERFORMANCE:** Abuja, Nigeria.

9. **ELIGIBLE OFFERORS:** Open to Cooperating Country Nationals (Nigerian Citizens and Permanent Residents).

10. **SECURITY LEVEL REQUIRED:** CCNPSC Clearance.

11. **STATEMENT OF DUTIES**

Background

Under the direct supervision of the Deputy Systems Manager, this position administers the Mission's Information Technology system by providing optimal use of existing and new computer technology resources through a local area network (LAN) system. Responsible for day-to-day operations, installation, modification and maintenance of the Mission's local area network (LAN) system, and for providing support to users and other related duties.

2. **Statement of Duties to be Performed:**

User Support and Assistance   40%

Responsible for first level problem determination, problem/incident recording, problem resolution and problem escalation to other IT personnel as necessary. Provides first-level contact and problem resolution for all users with hardware, software and applications problems. Courteously obtains and conveys concise problem information for other IT personnel. Acts as a liaison between

Mission users and the IT unit to assure accurate problem interpretation. Maintains communications with users during the problem resolution process. Tracks the progress of requests and liaising as necessary with users.

Resolves user-reported problems using advanced troubleshooting skills and any available tools, following Agency and Mission procedures and policies. Provides users with network IDs, creates user directories on the network, and sets up the correct access rights to network files and directories. Creates network user groups; i.e., which users share data. Develops system and user log-on scripts as well as user-friendly menus. Assists users resolve operational problems with the LAN, network application software, and standard applications installed on local hard disks, usage of mobile devices like iPhones, iPads and other mobile devices.

Provides accurate and timely reports of problems and resolution of problems for review. Works with the Trainer/Analyst and the Systems Manager to develop user-friendly tips based on most common problem areas reported in the problem tickets. Identify available Help Desk training that will enhance and improve computing support delivered to Mission users.

LAN Operations, Installation, Modification and Maintenance   30%

Performs and/or assists with installation of hardware, cabling and disk operating systems software. This may entail the setting of option board switches and jumpers, insertion of boards, and testing of the hardware. Components include uninterruptible power supplies (UPS), network interface cards, monitors, hard disks, power supplies for the cable concentrator, as well as all option cards for the cable concentrator.

Installs and maintains off-the-shelf and local PC applications on both the file server and local hard disks. Performs diagnostic checks and trouble-shoots LAN hardware and software, and the cable racks (both voice and data).

Repairs minor cable problems. Monitors telecommunications circuitry and resolves problems. Monitors LAN activity to determine adequacy of disk space on the file server, and whether memory must be increased there and on workstation PCs. Tracks all software installed on PCs to trace memory problems, use of disk space, etc. Performs required incremental periodic system backup procedures with a minimum disruption to users.

Sets up access rights for users, sets file and directory attributes to protect shared files. Monitors use of network applications to determine need for additional hardware and software. Ensures that shared files reside only on the file server. Monitors use of shared peripherals such as laser printers. Assigns logical user groups and queue priorities, and monitors print servers and user queues for effectiveness.

Diagnoses problems related to file server, cable racks, workstation PCs, and applications. Analyzes memory problems and option card conflicts. Removes and replaces option boards, hard and floppy disks, and builds and/or repairs accessible cable segments as required. Uses network applications to track file server resources (memory and disk space) and data packet activity.

Ensures adherence to system security procedures, including password protection and physical security. Maintains directory trustee assignments, log-on identifiers, and file and directory attributes to protect privacy and data integrity on a shared system. Advises users that system can process only up to sensitive but unclassified (SBU) materials and that no classified documents may or should be created or stored on PCs. Advises users about "virus" problems and their prevention. Ensures only authorized software is installed on PCs. Ensures that servers are backed-up regularly and storage for offsite disaster recovery is maintained.

Serves as a point of contact for maintenance contractors to install and/or expand network system or correct deficiencies, with no ability to commit the US Government contractually without reverting to the Contracting Officer.

Administrative Tasks   30%

Maintains inventory of all ADP related items including hardware, software, training materials, reference books and manuals, supplies, and spare parts. Maintains a database of computer hardware equipment and their serial numbers. Tracks original software and documentation and ensures proper registration and licenses. Upon receipt and installation of newly procured equipment, advises appropriate offices, as required, of installation dates for inventory update. Works with the Mission's receiving clerk to provide technical input for receiving and disposing ADP equipment. Documents receipt of ordered items. Notes any items which are missing, back ordered, damaged, etc., and advises appropriate offices or officials of problems.

Develops and maintains familiarity with Agency and Mission programs, goals and work processes, and compares them to LAN capabilities and potential. Sets up telecommunications sessions with headquarters and other offices for file transfer, E-mail, and/or diagnostic and trouble-shooting procedures. Works with Systems Manager to maintain Information Systems Security Plan and monitoring of WAN link.

3. **Supervisory Relationship:** Under the direction of Deputy Systems Manager, performs assignments independently and work is reviewed in terms of overall computer performance, installation quality and timeliness, repair and maintenance response and user feedback.

4. **Supervisory Controls:** None.

   12. PHYSICAL DEMANDS: The work requested does not involve undue physical demands.

II. <u>**MINIMUM QUALIFICATIONS REQUIRED FOR THIS POSITION**</u>

   a. **Education:** B.S. in Computer Science, Computer Engineering, Electrical Electronics Engineering, Physics, ICT, or any related discipline is required. In addition, must have one of the following Computer Certification: A+, N+, Security+, MCSE, ITIL.

b. **Prior Work Experience:** A minimum of 4years of progressively responsible experience, primarily in information systems and applications with a concentration on the management and operations of a computer center with a large networked PC clientele; an international communications and networking systems; and, a computer hardware and peripherals installation, repair and maintenance center is required. At least 3 of these years should have been with a large computer installation involving primarily English language systems and applications preferably with a U.S. company or Government agency.

EVALUATION AND SELECTION FACTORS

The Government may award a contract without discussions with offerors in accordance with FAR 52.215-1. The CO reserves the right at any point in the evaluation process to establish a competitive range of offerors with whom negotiations will be conducted pursuant to FAR 15.306(c). In accordance with FAR 52.215-1, if the CO determines that the number of offers that would otherwise be in the competitive range exceeds the number at which an efficient competition can be conducted, the CO may limit the number of offerors in the competitive range to the greatest number that will permit an efficient competition among the most highly rated offers. The FAR provisions referenced above are available at https://www.acquisition.gov/browse/index/far.

Applicants who clearly meet the minimum Education and Prior work Experience requirements and basic eligibility requirements will be further evaluated based on scoring of the Evaluation Factors listed below. The highest-ranking applicants may be selected for an interview.

FACTOR #1:
Knowledge: Thorough knowledge of automation operation concepts, analysis and management; system monitoring and performance fine tuning methodologies, troubleshooting; program and data file integrity and backup strategies; disaster and recovery planning methods; performance fine-tuning; communications and networking concepts and operations; diagnosis, troubleshooting, repair and maintenance procedures and techniques; operating and maintenance concepts on UPS, AVR; relevant computer languages; operations research concepts and applications; information system procedures and standards; standard business work processes and management principles; SQL, database system and documentation techniques; general knowledge of the principles, techniques and methodologies involving extended relational database structure and analysis.

FACTOR #2:
Skills and Abilities: Ability to effectively manage, operate, repair and maintain the Mission PC/LAN and PC hardware, software and applications; use of MS DOS, Windows 2000/2003/2008 server, Cloud-based environments. Ability to work issues involving LAN connectivity including the installation of systems and troubleshooting LAN/Ethernet related problems. Ability to effectively communicate by phone or in person. Ability to work outside regular office hours including weekends, holidays or any other days as required. Strong interpersonal skills are required to resolve operation related issues. Ability to discuss complex concepts with vendors on major ADP equipment procurement and installation. Ability in fact gathering and analysis and in logic application, systems documentation and testing. Good

technical skills to troubleshoot, diagnose, and resolve hardware and software problems and to maximize the capabilities of the Mission's computer resources. Good interpersonal skills to develop and maintain two-way communications and promote computer and automation services and to resolve priority issues, system limitations, downtime, etc., with key officials. A good understanding of key managers' priorities to ensure that the computer and automation organization is responsive to those needs. Skill in the use of technical and administrative reference material in support of management responsibilities including system design, equipment procurement, personnel, and financial management, etc. Not less than 20 WPM typing ability to enable computer terminal operation.

FACTOR #3:
Communication and Language Skills: (Level IV (fluent) English language proficiency, speaking and writing, is required.

Evaluation Factors:

Factor #1 - 15 points
Factor #2 - 10 points
Factor #3 - 5 points

Factor #4 – Interview Performance: 70 points

Total Possible Points: 100 points

SELECTION PROCESS

(1) After the closing date for the receipt of applications, applications will initially be screened for conformity with the minimum requirements and a short list of applicants developed.

(2) Following this initial review and short listing, a Technical Evaluation Committee (TEC) will convene to review applications that meet the minimum requirements and evaluate them in accordance with the evaluation factors. Applications from candidates which do not meet the minimum requirements will not be evaluated. As part of the selection process, finalist candidates will be interviewed. Only shortlisted applicants will be contacted. No response will be sent to unsuccessful applicants.

(3) USAID reserves the right to interview only the highest ranked applicants in person or by phone OR not to interview any candidate.

(4) Applicants are required to provide three (3) reference persons who are not family members or relatives, with working telephones and email contacts. The references must be able to provide substantive information about applicant's past performance and abilities. Reference checks will be made only for applicants considered as finalists. If an applicant does not wish for the current employer to be contacted as a reference check, this should be stated in the resume.

III. <u>SUBMITTING AN OFFER</u>

1. Eligible Offerors are required to complete and submit the offer form AID 309-2. (Offeror Information for Personal Services Contracts with Individuals); or a current resume that provides the same information as AID 309-2 form.

2. Offers must be received by the closing date and time specified in **Section I, item 3,** and submitted to the Point of Contact in **Section I**.

3. Offeror submissions must clearly reference the Solicitation number on all offeror submitted documents.

4. All documentation that supports or addresses the requirements listed above (e.g., certificates of education (degree), NYSC certificate/exemption etc.) <u>MUST</u> be attached to the application.

5. A type-written and signed application letter specifically applying for this position and addressing the minimum requirements as advertised.

6. **Ensuring Adequate COVID-19 Safety Protocols for Federal** Contractors - The Offeror will be required to show proof that the Offeror is fully vaccinated against COVID-19 on or before the first date of onboarding, or submit an approved reasonable accommodation to the CO. If the contractor does not meet this requirement the contract may be terminated. *
   * See Notice Regarding Any Court Order Affecting the Implementation of E.O. 14042 in Section VIII below.

IV. <u>LIST OF REQUIRED FORMS PRIOR TO AWARD</u>

The CO will provide instructions about how to complete and submit the following forms after an offeror is selected for the contract award:

1. Medical History and Examination Form (Department of State Forms)
2. RSO Security Questionnaire
3. BI Guide Questionnaire
4. THOR Enrollment Intake Form

V. <u>BENEFITS AND ALLOWANCES</u>

As a matter of policy, and as appropriate, a PSC is normally authorized the following benefits and allowances:

1. BENEFITS:

a. Health Insurance
b. Annual Salary Increase (if applicable)
c. Annual and Sick leave
d. Annual Bonus

2. ALLOWANCES (as applicable):
    a. Transportation Allowance
    b. Meal Allowance
    c. Miscellaneous Allowance
    d. Housing Allowance

VI. TAXES

The Mission emphasize to its employees of the fact that they are obliged to observe Nigerian Laws, including those concerning income and related tax obligations. Payment of such taxes is a matter between the individual employee and the Nigerian Government. In the absence of a specific international agreement, the U.S. Government will not withhold local taxes from an employee's salary.

VII.   USAID REGULATIONS, POLICIES AND CONTRACT CLAUSES PERTAINING TO PSCs

USAID regulations and policies governing **CCNPSC** awards are available at these sources:

1. **USAID Acquisition Regulation (AIDAR), Appendix J**, "Direct USAID Contracts With a Cooperating Country National and with a Third Country National for Personal Services Abroad," including **contract clause "General Provisions,"** available at https://www.usaid.gov/sites/default/files/documents/1868/aidar_0.pdf

2. **PART 52—SOLICITATION PROVISIONS AND CONTRACT CLAUSES**
    Subpart 52.2—Text of Provisions and Clauses
    52.223-99 Ensuring Adequate COVID-19 Safety Protocols for Federal Contractors, Alternate 70.

    ENSURING ADEQUATE COVID-19 SAFETY PROTOCOLS FOR FEDERAL CONTRACTORS (OCT 2021)-Alternate 70 (OCT 2021) (M/OAA-DEV-FAR-22-01c)

(a) *Definition*. As used in this clause -
United States or its outlying areas means—

(1) The fifty States;

(2) The District of Columbia;

(3) The commonwealths of Puerto Rico and the Northern Mariana Islands;

(4) The territories of American Samoa, Guam, and the United States Virgin Islands; and

(5) The minor outlying islands of Baker Island, Howland Island, Jarvis Island, Johnston Atoll, Kingman Reef, Midway Islands, Navassa Island, Palmyra Atoll, and Wake Atoll.

(b) *Authority*. This clause implements Executive Order 14042, Ensuring Adequate COVID Safety Protocols for Federal Contractors, dated September 9, 2021 (published in the Federal Register on September 14, 2021, 86 FR 50985).

(c) *Personal Services Contracts with individuals.* As a matter of policy, the contractor must comply with the USAID's guidance applicable to direct-hire federal employees.
(End of clause)

Notice Regarding Any Court Order Affecting the Implementation of E.O. 14042

USAID will take no action to enforce the clause (FAR 52.223-99) implementing the requirements of Executive Order 14042, absent further written notice from USAID, where the place of performance identified in the contract is in a U.S. state or outlying area subject to a court order prohibiting the application of requirements pursuant to the Executive Order (hereinafter, "Excluded State or Outlying Area"). In all other circumstances, USAID will enforce the clause, except for contractor employees who perform substantial work on or in connection with a covered contract in an Excluded State or Outlying Area, or in a covered contractor workplace located in an Excluded State or Outlying Area. A current list of such Excluded States and Outlying Areas is maintained at https://www.saferfederalworkforce.gov/contractors/.

3. **Contract Cover Page** form **AID 309-1** available at https://www.usaid.gov/forms. Pricing by line item is to be determined upon contract award as described below:

LINE ITEMS

ITEM NO (A)	SUPPLIES/SERVICES (DESCRIPTION) (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
0001	**Compensation, Fringe Benefits and Other Direct Costs (ODCs)** - Award Type: Cost - Product Service Code: *[e.g. R497]* - Accounting Info: 620FY22OE; 72210000000/620-M /1130007/1210601/ 1150957	1	LOT	$ _TBD__	$_TBD at Award after negotiations with Contractor_

4. Acquisition & Assistance Policy Directives/Contract Information Bulletins (**AAPDs/CIBs**) for Personal Services Contracts with Individuals available at http://www.usaid.gov/work-usaid/aapds-cibs

5. **Ethical Conduct.** By the acceptance of a USAID personal services contract as an individual, the contractor will be acknowledging receipt of the "**Standards of Ethical Conduct for Employees of the Executive Branch,**" available from the U.S. Office of Government Ethics, in accordance with **General Provision 2** and **5 CFR 2635**. See https://www.oge.gov/web/oge.nsf/OGE%20Regulations.

6. **PSC Ombudsman**
    The PSC Ombudsman serves as a resource for any Personal Services Contractor who has entered into a contract with the United States Agency for International Development and is available to provide clarity on their specific contract with the agency. Please visit our page for additional information: https://www.usaid.gov/work-usaid/personal-service-contracts-ombudsman.

    The PSC Ombudsman may be contacted via: PSCOmbudsman@usaid.gov.